



# NETWORK *Notification*

**Notice Date:** June 28, 2023  
**To:** Indiana Medicaid Providers  
**From:** CareSource  
**Subject:** CareSource Supports Members Through the End of Continuous Medicaid Coverage and Redetermination

---

## Summary

During the COVID-19 Federal Health Emergency, Indiana Medicaid members were able to keep their coverage without interruption and without the requirement of completing the annual redetermination process. The most recent federal spending bill ended Medicaid coverage protections, which means Indiana Medicaid is returning to normal operations. Eligibility redetermination restarted in April 2023. All CareSource Healthy Indiana Plan (HIP) and Hoosier Healthwise (HHW) members may once again need to take action in order to maintain their benefits over the course of the following 12 months.

## What is CareSource Doing to Help?

CareSource is committed to supporting our members through the return to normal operations. Each month, CareSource will:

- Conduct targeted outreach to members who must take action to maintain their coverage.
- Send messages alerting members that changes are coming, encourage them to update their contact information and watch their mailbox for updates from CareSource and Family and Social Services Administration (FSSA).
- Urge members to open and respond to any requests from FSSA by the designated deadline.
- Leverage community partners and stakeholders to provide education and conduct outreach across the state of Indiana.

## What Can You do to Help?

Encourage members to respond with any requested information timely to FSSA. If they have questions or feel unsure about their redetermination status, they can call 800-403-0864 or CareSource Member Services (the phone number listed on their ID Card) for assistance. Members can also go to [FSSABenefits.IN.Gov](https://FSSABenefits.IN.Gov) and login to view redetermination information and submit required forms and documentation online.

For detailed information and resources, please visit <https://on.in.gov/1sln5>.